

CE IT Tools

Some of the critical IT Tools for the CE group are highlighted below, with informal tips and guidelines linked/included.

[Concur](#)

[EMEA Cost Centers](#)

[Google Groups for CE](#)

[Replicon](#)

[SAP](#)

[Salesforce/CRM/iCARE](#)

[Salesforce](#) is a key tool for recording customer intelligence - including sales, opportunities, contact-persons, meeting records, etc. The system is 'business-secure' - though is NOT considered an appropriate repository for ITAR or other export-sensitive data. Links to other repositories should be used in these instances - for example, if there is sensitive data within a Customer Visit Report, then that data should be within an approved system (e.g. Sharepoint) and connected by a hyperlink within Salesforce.